

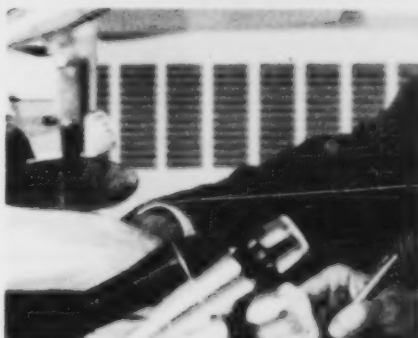
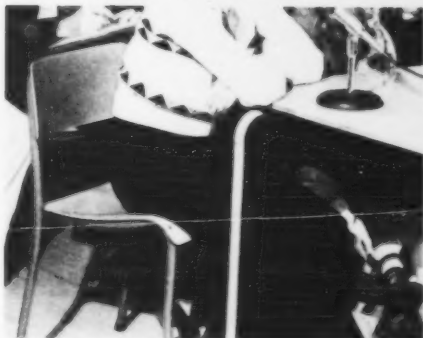
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a REPORT



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contents

3	Introduction
5	Access to Information
7	Legal Aid
10	Women and Family Courts
13	Youth and the Law
15	Immigrants
17	Community Service
19	Native Indian Services
21	Senior Citizens
22	Middle-Income Clients
23	Victims of Crime
25	Lawyers
28	In Closing
29	Appendix 'A'
36	Appendix 'B'

INTRODUCTION

In March and April of 1977 the Legal Services Commission held a series of seventeen public community hearings in the Lower Mainland. The purpose of the hearings was to examine the adequacy of legal services in the Greater Vancouver area. This was the first time that any authoritative body had issued a general invitation to the public to submit its views on this topic.

Reason for the Hearings

It is the function of the Commission to plan the development of legal services in the province. Outside Greater Vancouver there are 26 legal services offices, often in communities with populations as low as 6,000. Greater Vancouver has a population of 1,077,829, but has only 5 offices: Legal Aid in Vancouver, New Westminster and Surrey, and Community Law Offices in Vancouver and New Westminster. There are 132,549 people living on the North Shore, but there is no legal services office located there. Are these citizens well served? There is no office in Burnaby, Richmond, Kitsilano or Vancouver South. Are they needed there?

It is obvious that a metropolitan area such as Vancouver has many needs different from those of a small rural community. Housing, employment, transportation, social welfare and ethnic issues are much more complex. How should the Commission meet the legal services needs arising out of such issues? The Commission hoped these community hearings would produce some answers.

The Legal Services Commission Act requires the Commission "to consult with . . . community, neighbourhood, professional and other groups having an interest in any aspect of the provision of legal services" and "to receive and encourage proposals from the public for new programmes and projects".

The Commission believes that members of the public, who are both consumers of legal services and taxpayers who foot the bill, have a right to be heard. They ought to have a say in shaping the legal services that will serve them.

Questions Asked

The Commission enquired into five main areas:

1. Are there people who are not receiving legal services?

2. Are there services that are needed but are not readily available?
3. Are there legal services that need not be delivered by lawyers?
4. How can the metropolitan areas of Vancouver best be served?
5. What problems are there in the availability and delivery of legal aid?

The Public's Response

The hearings were publicized in all Lower Mainland newspapers, and on radio and TV. The Commission wrote to 1,500 groups and individuals seeking their participation. The Commissioners and Commission Counsel met as many groups as possible in order to encourage submissions. In the end, over 128 briefs were received. An average of 40 to 50 people attended each hearing. Some were telecast; others were broadcast on radio.

The hearings were held in neighbourhood centres in order to make it convenient for local residents and organizations to attend. A full transcript of the hearings was made, and is available, together with the briefs, at the Legal Services Commission, 744 West Hastings Street, Vancouver, B.C. and in the Vancouver Public Library. Appendix "A" lists the organizations and individuals who presented briefs, and when they were presented. Appendix "B" lists the neighbourhood and meeting place of each hearing.

The Commission heard from senior citizens in the West End; immigrants in Cedar Cottage; prisoners in Burnaby; students in Kitsilano; farmers in North Delta; women's groups in Vancouver; civil electors in Richmond and tenants in Vancouver East. Finally, at the Hotel Vancouver it heard from 40 provincial organizations such as the Vancouver Status of Women, the Legal Aid Society, the British Columbia Association of Social Workers, the community services committee of the Vancouver City Council, the Canadian Bar Association and the B.C. Federation of Labour.

Use to be Made of Submissions

Opinions from the public are needed by the Commission in its development of legal services.

Material from the hearings has already had an influence on the 1978-79 budget. But changes will not take place overnight. Grand new plans will not be announced immediately.

As the Commission develops its plans and budgets for the coming years, the information obtained at the hearings will be used. Many of the problems outlined in the course of the hearings might be remedied by putting different groups in contact with one another, producing information bulletins, organizing workshops, or by mobilizing the volunteer services of the Bar. These will be relatively inexpensive efforts and can be started soon. Other problems might require large expenditures of money or major organizational efforts, and these will take time to develop. Where increased funding is necessary, the Commission will have to approach the Government. The evidence produced at the hearings will help make a more convincing case.

This Report

The purpose of this report is to summarize the main submissions presented to the Commission. The topics most often raised were: access to legal information, public legal education, women and Family Court, the problems of immigrants, lawyers' services, legal aid coverage, community services, services by para-professionals, senior citizens' needs, juveniles and their relation to the law and victims of crime. It is significant that many of the same points were made by different groups from different sections of the city.

While this report is an attempt to summarize the main concerns expressed to the Commission, it is not exhaustive. Every brief submitted to the Commission has been reviewed. Quotations used are merely representative of many opinions expressed at the hearings. Briefs not mentioned in this report have still been considered.

Exactly what the Commission will do about the problems brought to its attention will be worked out in the coming months. The Commission has to plan its development within the limitations of its staff and budget. It also has to consult with the many organizations active in the community who want to participate in the development of

legal services. It is hoped some improvements can start immediately. The submissions made at the hearings will provide a continuing impetus to the improvement in legal services and the work of the Legal Services Commission for many years to come.

The Commission is grateful to its Counsel, Mr. Ian Waddell, and his assistant, Ms. Margaret Birrell, who helped to organize the hearings and assisted at all the public sessions.

Donald E. Jabour, Chairman
Helen M. Jones, Commissioner
Peter A. Manson, Commissioner
Duncan Shaw, Commissioner
W.J. Wallace, Q.C., Commissioner

August 31st, 1977



Donald E. Jabour



Helen M. Jones



Peter A. Manson



Duncan Shaw



W. J. Wallace, Q.C.

The subject most frequently mentioned during the hearings was the need for information about the law and the workings of the justice system. People wanted to know about the laws governing their every-day lives such as landlord and tenant rights, traffic violations, immigration regulations and family matters. The level of information requested was surprisingly elementary and this was shown by these simple questions:

"How much notice must the landlord give me to raise my rent?"
 "What do I have to do when I receive a summons?"
 "Does a wife have to co-sign her husband's loan at the bank?"
 "How do I go about changing my name?"

People wanted to know where to go for help, how the various courts worked and what kinds of problems required a lawyer.

"One of the biggest problems with legal services is the absence of information about the services that are available — where to find them."
 — Deltassist Society

They felt they should have basic information without having to go to lawyers for it.
 "Lawyers are expensive and people often feel they have wasted money to ask questions which should be general public information."
 — The Day Care Information Services, North Vancouver

Many said that the way in which laws are written amounts to jargon and is not easily understood by the average person. Essential information on the most commonly sought subjects should be available in straightforward, clear and uncomplicated language.
 "Legalese is a particular obstacle to those clients of M.O.S.A.I.C. who know some English but find the language of our law difficult to understand. We would support and appreciate any efforts that simplify the language of our laws and regulations."
 — Multi-lingual Orientation Services Association for Immigrant Communities (M.O.S.A.I.C.)

It was suggested that this information should be available not only in the English language, but in many different ones as well to serve the growing immigrant population.

"If you just think how difficult it is for us who are Canadians to find our way through the legal maze, imagine how really difficult it would be for those who do not even speak English."

— Cedar Cottage Neighbourhood House

There were many proposals for the distribution of information. Neighbourhood Public Libraries and the downtown central reference Library were cited as obvious sources.

"Recommendation: That the L.S.C. recommend to the Provincial Government the establishment of a provincial bookstore in Vancouver."

— The Vancouver Public Library and Legal Information Services

Newspapers, including ethnic ones, and radio and television stations should be more widely and effectively used to make legal information more available.

"It is quite deplorable in a multi-racial country like Canada that the media are still not utilized for more educational purposes."

— Multi-cultural Women's Institute

People found that the legal services offices were not widely enough advertised and were sometimes difficult to find.

"Like, I didn't know that there was one (a Legal Information Clinic) at 24th and Argyle, and I thought I knew my community pretty well."

— Mrs. Wood, Cedar Cottage, Kensington Area Justice Committee

and,

"The right to legal services in this community should be as common knowledge among all members as the location of the nearest liquor store."

— A Vancouver North-East Probation Officer

It was stressed throughout the hearings that information should be available at a neighbourhood level to encourage people to seek it for themselves. To overcome any reluctance it should be offered freely.

"Legal information should be available not only in community offices, but in supermarkets, drug stores, laundromats, places people frequent regularly."

— Dr. Jeanette Hermes, Lawyer

It was said that an excellent source was lost with the closing of Neighbourhood Information Centres. These centres had supplied a great deal of advice including information of legal services.

The Vancouver People's Law School was cited for its contribution to public education in its use of radio, television, films, video tapes and easily understood publications. It was suggested that it should extend its services to include other groups such as inmates in prison, patients in mental hospitals and school children.

"We actively support the Vancouver People's Law School, and believe that they have shown that good public education requires the utilization of multi-media. Radio and television programmes could reach and inform many people. Production of video tapes, films, slide tapes for distribution to community groups, union education programmes, schools and study groups should be facilitated."

— B.C. Federation of Labour

It became evident that the Lawyer Referral Service was not as well known as it should be, in spite of the large volume of work it does. This is a service run by the B.C. Branch of the Canadian Bar Association which offers, for a \$10 fee, a half hour interview with a lawyer to establish the nature of a legal problem. If the client decides that he needs further legal service and can afford it, he is referred to an appropriate lawyer. Wider advertising of this worthwhile service was needed.

It was recommended that law should be taught more extensively in the schools. This was described as something which should begin in the early grades of school and continue throughout.

"Students should be able to acquire some knowledge of how and why laws are made, how and why they are enforced, and how and why conflicts arising under these various laws are resolved."

— Steven Horn

Private Citizen

Some thought that law should not be taught as a separate subject but should be part of

"... social studies courses that deal with history, economics and political sciences. Resources available to the public schools should be improved. The Commission should submit proposals to curriculum development bodies, including school



consultative committees."

— Hastings Sunrise Action Council

The briefs dealing with law in the schools urged that law be taught by policemen and lawyers as well as teachers. Field trips should be undertaken to familiarize young people with the courts, the libraries and the jails. It was suggested that law taught in the schools has a double effect; the information is likely to be repeated at home. This was said to be especially true of immigrant families who are often eager for knowledge about their new country.

The demand for access to legal information was heard throughout the hearings. It came from people with different needs and from many walks of life. Significantly, it was supported by the Canadian Bar Association.

"The Bar would endorse a policy that more legal information be made available in understandable form, including improved course material in the secondary school system and in other education programmes. Access to legal information should be considered a basic right and there should be recognition that preventive law has the same obvious merits as preventive medicine."

— The Canadian Bar Association

The Legal Aid Society is the cornerstone of legal services in the province and requires by far the largest budget from the Legal Services Commission. It was seen as one of the most important elements in a civilized society; something to be jealously guarded even in times of fiscal restraint.

This year the Legal Aid Society did not receive enough money to cover large and important areas which in the past had been its responsibility. For instance it was not able to cover summary conviction cases.

"Our officers, especially those attending the City Police cells at 7 o'clock every morning, are constantly face to face with first offenders who are experiencing arrest and conviction for the first time and are, in many cases, incapable of forming an opinion with regard to guilt, far less face the court without legal counsel. While it is true that these people will not likely have to go to jail on the first or second offence, they suffer severe hardship that could be averted by the services of a lawyer."

"Many of these people are the victims of circumstance and do not have the means to prove their innocence. Some are ready to plead guilty to offences they have not committed, partly through ignorance of the law and partly to avoid the traumatic experience of facing court undefended."

"It is difficult at this juncture to convince the distraught, financially handicapped individual that he does not qualify for assistance because the crime he is charged with is not serious enough, and that if he had a record of these offences then he would qualify; but because this is his first offence he must face it alone."

"It is our opinion that legal aid should be available to first offenders who are unable to pay regardless of the offence."

— The Salvation Army Correctional Services

Even though summary conviction offences are usually those of a less serious nature, they are often too complicated for an accused person on his or her own. This example was cited:

"Summary conviction offences have all the complex characteristics of criminal offences which make it difficult for people to defend themselves without

the assistance of a lawyer. One of the most common summary conviction offences — impaired driving — is one of the most technical offences in the Criminal Code. Nobody could adequately defend himself against such a charge without a lawyer experienced in such matters."

— The Criminal Justice Section of the Canadian Bar Association

Nor are they less serious.

"... the convicted shoplifter must go through life branded as a thief ... being branded a criminal is not an unimportant event."

— The Criminal Justice Section of the Canadian Bar Association

The plight of an accused person was graphically described by the Vancouver Resources Board.

"Dealing firstly with summary offences to the accused person appearing before court, possibly for the first time in his life, especially if he spent the night in jail, the court appearance may be the most terrifying and nerve racking event in his life. He may become tongue-tied from nervousness. He might not understand his rights or what is happening and, confused, he might incorrectly enter a plea of guilty. The accused, charged with an indictable offence, may be in a similar predicament on his first appearance if he cannot afford the assistance of a lawyer. If the Crown requests that a detention order be made, the accused may not contest the application. He may be unaware that he can obtain an adjournment until his legal aid application has been processed."

— Vancouver Resources Board

Even when a person intends to plead guilty, he or she might need a lawyer.

"In the first place, the decision about how to plead is difficult to make properly without the advice of counsel. Secondly, in a wide variety of different circumstances, it is appropriate for negotiations to be conducted with the prosecutor. This is difficult, if not impossible, for a person representing himself. Lastly, there is the important job of speaking to sentence. This is a very substantial part of every criminal defense lawyers work."

"Again, there is no doubt in the minds of judges, prosecutors, or defense counsel that unrepresented

accused persons will not receive sentences as well suited to their circumstances as represented persons. A person accused of a criminal offense needs a lawyer. It is not fair if a poor person in that situation can't have one."

— *The Criminal Justice Section of the Canadian Bar Association*

Another major area not sufficiently covered by Legal Aid is the Family Court. This is particularly hard on women and was the occasion of many expressions of concern and criticism. This subject is covered more fully under the heading "Women and Family Courts."

There were some suggestions that legal aid should not be available in certain types of cases such as impaired driving, or drug offenses. Others saw dangers in this on the grounds that whatever the charge, a person is presumed innocent until proved guilty.

"To restrict legal aid to certain categories would appear to subvert the intent of the Legal Services Commission in providing equal access to justice for all."

— *Gay People of UBC*

A more compelling case was made for withholding legal aid from people who have received it over and over again.

"We do not feel that individuals should be afforded legal aid who by their criminal record and attitude to society proved that they are committed to live by crime . . . A man may well forfeit his right to free defense if he makes this his way of life."

— *Salvation Army Correctional Services*

The issue of priorities for Legal Aid coverage came up many times during the hearings. Opinions as to what should be the first priority for a financially limited legal aid programme ranged across all aspects of criminal and civil law.

"Firstly, there is the philosophical question of whether you are going to have a society that will allow a person to go to trial where he faces life imprisonment without counsel . . . I say that no self-respecting civilization can allow that to happen."

— *Alan McEachern, President*

Legal Aid Society of B.C.

"Legal aid should be available to first offenders only . . ."

— *Delta Farmers Institute*

"Top priority in legal aid should be given for civil cases."

— *Justice Committee for the Cedar Cottage Kensington Area Council*

"We think that families are as important as criminals."

— *Mrs. Neaman,
Surrey Family Court Counsellors*

At present the Legal Aid tariff does not cover civil matters and strong pleas were made to remedy this situation:

"Why is it that those charged with crimes are given such preference? I am aware that the liberty of the subject is at stake in criminal matters but it seems to me a gross inadequacy that persons in need of legal assistance in the exercise of their civil rights in many instances cannot obtain legal aid because it is not available."

— *Liberal Party of B.C.*

The rule for eligibility for legal aid in criminal matters has long been that legal aid was available to anyone facing charges which might result in a jail sentence. This has always been considered the most serious of consequences. At the hearings it was said that loss of income for the breadwinner of the family, or loss of custody of a child might, in some instances, be equally severe. The Legal Aid Society listed the minimum requirements:

"The very minimum level which we can accept is competent legal advice and representation whenever a person:

(a) is faced with criminal prosecution by indictment, or by summary conviction when imprisonment or means of earning a livelihood is at stake;

(b) is involved in a domestic dispute requiring the intervention of the law, when the parties' physical or mental safety is at stake, or when dependent children's rights are in issue;

(c) has any other legal needs which threaten his or his family's physical or mental health, or threaten his ability to feed, clothe and provide shelter for himself and his dependents, or threaten his means of earning a livelihood."

— *Legal Aid Society of B.C.*

The tariff or fees paid to Legal Aid lawyers in B.C. is the lowest in Canada. This was attacked by clients

as well as by members of the Bar. Since the fees often do not cover the cost of a case, it was brought to the Commission's attention that one consequence might be inadequate service to Legal Aid clients.

"Recognizing that this is an area of practice where increased experience generally means increased confidence, it is probably true that too many Legal Aid clients are represented by lawyers with insufficient experience. In addition, at least some of the time, lawyers representing clients on Legal Aid do not devote adequate time to the preparation of their cases. These problems are in part at least the result of inadequate tariffs, which means inadequate payment to the lawyer and less than satisfactory service to the client."

— The Criminal Justice Section of the Canadian Bar Association

Several remedies were offered for the high cost of legal aid. A sliding scale of payments according to the client's ability to pay was one; prepaid legal plans similar to prepaid medical plans and deferred payments spread over a long period of time were others.

Another way to cut down legal aid costs would be to improve prosecution services so that questionable cases are not handled.

"I really believe that you could save money throughout the system, including legal aid costs, by spending more money on prosecutors with a directive that they should be spending their time weeding out cases that can't be proved . . ."

— Criminal Justice Section of the Canadian Bar Association

Many criticized the Provincial Government for not giving a larger part of its budget to the Legal Services Commission for legal aid work. It was noted that the B.C. Government received \$600,000 more in criminal legal aid from the Federal Government in 1977 than in 1976, but the Commission's budget increased by only \$300,000 over 1976. The B.C. Government had kept the balance of this extra money in its general revenue.

"We regard the failure of society to provide a defence counsel for summary conviction matters as scandalous in view of the incredibly small proportion of gross provincial revenues now spent on attempting to provide justice to low income people. According to the Vancouver Sun editorial,



'Assault or Injustice', January 31, 1977, 0.16% of this Province's gross expenditures go to legal aid. This figure shocks and disgusts us."

— Vancouver Community Legal Assistance Society

Regardless of the many aspects of legal aid that were touched upon by submissions to the hearings, the overwhelming attitude was that this was a good and essential service in our society.

"Prior to the take over of the Provincial Courts system by the Provincial Government upon April 1, 1974, there were many prosecutions conducted throughout the Province by police officers. Since that date, the Government has insured that the prosecution through B.C. will be conducted by properly trained lawyers. In our view, a case worth being prosecuted by a lawyer is worth being defended by a lawyer."

— Criminal Justice Section of the Canadian Bar Association

"You will hear many times that the cost of a system that provides proper legal representation for each citizen is a high cost for the country to bear. However, we suggest that the cost of the system that provides inequitable justice cannot be measured in dollars and is, in fact, much more costly to both citizens and the society as a whole."

— Killarney-Champlain Citizens for Action Association

One of the injustices often brought to the attention of the Commission was the position of separated wives before the courts — a situation in some ways peculiar to Vancouver. A brief explanation is necessary here. At the breakdown of marriage, applications are made in court to obtain custody of children, and to enforce maintenance and protection orders. Most applicants are women. Historically, the applicant has been represented by a lawyer paid out of municipal funds — the city prosecutor. The respondent, usually a man, often was and is in a financial position to hire his own lawyer or can get legal aid.

In 1974, the Provincial Government took over from the municipalities the responsibility for administering all the Provincial Courts. The job of representing applicants then fell to the Office of Crown Counsel. In Vancouver there has been an increase in criminal matters to the point where Crown Counsel cannot extend their services to Family Court, except in special circumstances. Thus the situation exists where many women appear in Family Court without a lawyer, while their husbands appear with lawyers. The brief from the Vancouver Status of Women summed it up this way:

"I do not believe that it can be seen as a just court until the two parties to a dispute are equal and are seen to be equal."

— *The Vancouver Status of Women*

In cases which are handled by a prosecutor there was criticism as well. The prosecutors, it was said, are already overworked and cannot give enough time before court or in court to do justice to the woman's case.

"You know when the prosecutor sees a lot of these people? Fifteen minutes before trial. Don't blame him or her, blame the system. The Judge has got a load, a case load probably two or three times heavier than a Supreme Court Judge. Don't blame the Judge, blame the system."

— *Alderman Harry Rankin*
Vancouver City Council

Because the Legal Aid Society is not funded to cover applicants, its brief highlighted this gap in Family Court services.

"Clearly there are many cases where an applicant should be represented by a lawyer, and where that assistance is not now available we have had to tell applicants that we would not be able to provide service to them. We have always done so with considerable regret."

— *Legal Aid Society*

In the Unified Family Court in Surrey, Richmond and Delta, (while it was a pilot project of the Royal Commission of Family and Children's Law), legal aid was then available to both parties. A representative of the staff there said,

"We recommend that the Legal Aid Society continue to provide legal services to both applicants and respondents in maintenance, custody and access cases, and that the Attorney-General's Department continue to assist the society financially in their programme."

— *The Family Court Counsellors,*
Unified Family Court

The facilities of the Vancouver Family Court* were described as overcrowded, badly located and degrading. They were condemned by every speaker who mentioned them at all.

"Everyone in this community, other than perhaps some members of the personnel of the court, are calling that place a 'zoo'."

— *Vancouver Women's Research Centre*

The conditions of the Family Court were described by clients and their supporters, and by staff as well. It was said that it is very difficult to work there, and that it is becoming increasingly difficult to persuade lawyers to get involved. Again Alderman Rankin expressed the feeling of frustration and resentment, and recommended

" . . . a new building, more centrally located, on transportation service with a restaurant in it, a place for women to have their children looked after . . . a scheduling of cases, a lawyer, proper lawyers who want to do the cases . . . "

— *Alderman Harry Rankin*
Vancouver City Council

Hand in hand with crowded facilities goes

*Since the hearings and before the writing of this report, the Attorney-General has announced that three new Family Court facilities will be provided in Vancouver.

unsatisfactory service. Several times, it was said that this situation is the result of insufficient staff and the limitations of what they are able to do. People described the urgency of needing information and advice, and the despair of not being able to get it. A University of British Columbia law student who had worked in a women's legal advice clinic all one summer said,

"They try to make an appointment to see someone, but Family Court is so busy that they are not able to see someone, and they phone and they phone, and perhaps someone from Family Court is going to phone back — and so it goes and it goes and the next thing you know several months have gone by. My experience also has been that a lot of these women are really demoralized by the situation and they need a lot of assistance, and very often they will phone Family Court eight or ten times and if nothing happens they will stop phoning."

— U.B.C. Law Students Legal Advice Programme
Women's Clinic

The attitude of the courts and of the law towards assaults between husbands and wives was criticized. At present, these cases are tried in Family Court however serious they are, short of murder. Assault charges between persons other than husband and wife are all heard in Criminal Court where, it was said, they are viewed more seriously. Representatives from the Vancouver Transition House, a refuge for battered wives in Vancouver, advocated that all assaults should be heard in Criminal Court in order for them to receive the serious attention they deserve.

"Because domestic disputes are considered disruptions of order rather than infractions of the law, men who beat their wives are rarely arrested. It thus becomes incumbent upon the victim to lay charges. Because of her emotional and financial dependency upon her husband and her fear of reprisals when he is released, usually a short time later, it is often very difficult and frightening for women to lay charges against their batterers."

— Vancouver Transition House

In suggesting alternative ways of handling the many aspects of Family Court, frequent references were made to the Unified Family Courts in Surrey, Richmond and Delta. These Courts were established

as a pilot project under the Royal Commission on Family and Children's Law in 1974 and incorporated into the Provincial Court system of British Columbia in 1976. Each of these municipalities has a well designated new court building. They have developed unique services: counsellors with extended powers and special training; family advocates who are lawyers paid by the Court to defend a child and give advice to the counsellors; panels of citizens who sit with the judge on protection matters; and a quick and efficient enforcement system for maintenance orders.

Maintenance enforcement was the target for much criticism of the Vancouver Courts by clients and staff alike. It was said that it was often not worth the loss of human dignity to go to the Courts and ask for it. *"Then when they do go to Family Court the Judge passes an order and there is no enforcement carried out. There is a terrible breakdown in the law somewhere."*

— Killareny Life Skills

On the other hand, the supervisor of counsellors in the Richmond Family Court told us that in Vancouver, where he had worked for a number of years, maintenance orders are not enforced until they have been in arrears for thirty days. In Richmond, a Show Cause summons is issued when maintenance orders are in arrears for seven days, and these are actively pursued. There is a very low rate of default payment under this system.

Lack of enforcement of maintenance orders in Vancouver was said to cause the inevitable shift from independence within the family to dependence on public welfare.

"The Vancouver Resources Board wishes to see additional maintenance enforcement staff at the Family Court, in order to reduce the number of families receiving social assistance who are the responsibility of a wage earning man."

— Vancouver Resources Board

Information and guidance over and above strictly legal advice was said to be necessary. Often needless hardship and suffering could be eased, misunderstandings cleared up and violence avoided if there were an understanding person to listen and advise. One woman, who told a particularly poignant story, put it this way,

"Nowhere did I find a counselling information



source that would help me realize that life could be better outside the marriage, or if I could be protected from further abuse. This is why women return to violent marriages again and again."

*— Donna Pfeisterer
Private Brief*

Family Court, by its very nature, is involved with a high degree of emotion and tension. People cannot always be expected to remain objective. It is easy for anger and frustration to be transferred to lawyers and judges who might not have been able to resolve a dispute between husband and wife.

Some said that courts and the adversary system are altogether unsuited for the resolution of family disputes. It seems that an adequate counselling service with a specially trained staff who have reasonable case loads is seen as essential for good family court services.

The subject of children's rights includes many different considerations, such as, representation in court, probation, custody disputes, learning disabilities and education. These issues were explored by the Royal Commission on Family and Children's Law but no action has yet been taken.

"My topic is the rights of children as laid out and recommended in the Fifth Report of the Royal Commission on Family and Children's Law, page 6, and the necessity of a legal service to ensure that children's rights are respected and fulfilled. It is indeed regrettable that our modern day society with its lip service to human rights, civil liberties, humaneness, love, wants, etc, has not demanded that our government pass legislation to ensure the enforcement of the twelve rights of children as expressed in the above-mentioned Royal Commission Report."

Verna Mooney, private brief

It seems the need for counsel for young people in court is as great as for adults, and yet there are no Legal Aid Duty Counsel in Juvenile Court.

"There is a need for a legal service which provides initial advice and information to juveniles and their parents immediately following the apprehension of the juvenile. This function is presently being provided in the adult context by Duty Counsel and it would be highly desirable if Duty Counsel with expertise in the area of juvenile justice could be available to provide initial information and advice whether or not counsel is independently obtained or obtained through legal aid for the juvenile."

B.C. Corrections Association

The practice of having a probation officer see a juvenile before court was questioned.

"Usually, by the time the juvenile gets into court he has already spoken to a probation officer, whom we normally think of as coming into the scene after the conviction, and in many ways it doesn't operate with the safeguards that it should; and I think if juveniles were aware of the legal process and the steps that they are entitled to have followed, it might see them through the criminal system a little better."

New Westminster Legal Aid Office

In dealing with juveniles, society is concerned not only with legal rights, but also with what may

be in the best interests of the child, and these may often be at odds with one another.

"Members of the Association who are concerned with the juvenile justice system express concern about what is perceived as the dichotomy between the child's legal rights and what may be in the best interests of a child. A lawyer providing legal services to a juvenile may obtain an acquittal on a legal technicality, and the very fact of the acquittal may result in a lack of respect by the child for the justice system and harm for the child's moral development."

"On the other hand, it is recognized that a juvenile should have no less protection at law than an adult, and that a rule of law which is a legal technicality in one case may be the very rule which is essential to ensure that justice is done in another case."

- B.C. Corrections Association

It was pointed out that society is often hostile towards juvenile offenders, and lay advocates were recommended to bridge the gap and to replace lawyers in Juvenile Court.

"What is needed is a lay advocate, someone who knows the juvenile and preferably has worked in the community with the juvenile and his/her family. Observing a juvenile in a community setting gives a lay person a real advantage in obtaining an insight into the reason for juvenile misbehaviour."

"Recommendation: That the Diversion Worker be accepted as a lay advocate in Delta Juvenile Court, and be trained in elementary Court procedures by a Legal Services Commission training program."

- Delta Family Court Committee

Many briefs supported alternatives to court proceedings in the handling of offenders.

"We believe that juvenile first and second offenders should be very commonly diverted from this formal justice system by neighbourhood accountability boards or Family Court committees, where arrangements would normally be made for the young offenders to do restitution - either to the victim or symbolically to the community."

"Such local accountability and diversion would reduce the danger of sentencing to a juvenile lock-up and therefore, the need for legal aid."

- Justice Committee for the Cedar Cottage
Kensington Area Council

The significance of learning disabilities in juvenile delinquency was clearly explained by Step-up School, which teaches young offenders who cannot handle regular school work. 85% of the 109 children referred to that school since 1972 had learning disabilities.

"What is a learning disability? . . . That's a little guy or gal — six to one: boys to girls — who go to school in grade one and he really wants to learn to read like every other kid. He is average or above intelligence, but he just can't learn to read. . . . Because he doesn't learn the way we teach . . . he can't learn in that classroom, and he falls by the wayside."

(This and subsequent excerpts are from the briefs from Step-up School)

It was explained that such children fall into delinquency out of frustration, anger, or bitterness, or by trying to compensate for their lack of normal achievements.

"This year we have eight students who came to us at fifteen and sixteen who couldn't read a word. They are the most scared kids in this country. If you can't read, and if you can't write, and you can't do arithmetic, then you are a pretty lost kid."

The difficulties in trying to help these children was graphically demonstrated by the following examples:

"I looked at James the other day and James was charged with twenty-five offences. He admitted that he was guilty to all of them to the police officer. When the probation officer came to the school we discovered that James had been at school at the times of all of those charges. James is learning disabled and he can't remember — he doesn't know what happened yesterday; he can't remember where he was; so he admitted to a lot of these charges."

"I've seen a kid, not too long ago, Billy, who admitted, who said he was guilty instead of not guilty because he didn't know which one of them meant. He didn't know if not guilty meant that he'd done it or guilty meant he'd done it. There Billy stood admitting that he was guilty to something that he hadn't done."

"The court jargon is really, really difficult to these

kids. I've seen a kid step up in front of the court and not understand anything that was going on. I've watched another kid who sat back when the judge walked in; he didn't know he was supposed to stand up. When people told him to stand up he didn't know quite what he was supposed to do."

Step-up School urged that all children brought before the court be tested for learning disabilities, and that lawyers, judges and justice officials be taught how to identify learning disabilities and how to handle learning disabled children. There is hope, they said.

"We have had a 89% success rate at Step-Up in rehabilitation, and that's really good."

— Step-Up School

The problems of children in Family Court matters were discussed widely (see section on Women and the Family Court and Victims of Crime).

"I have spent an awful lot of time in court defending my right to parent these two children, and I think the way that it was read in the court-rooms was one person fighting another person, and the children were the prize. I think that children should have their own representation, so that that doesn't happen."

Donna Pfisterer

Private citizen

Many were interested in the concept of a Family Advocate to act for children in Family Court.

Education in law for children was also supported by many. (See section on Access to Information).

"Juveniles are a forgotten group insofar as public legal education is concerned. Access to the prison system on a tour, and training in the schools as to the consequences of criminal behaviour is needed. Respect for a system is quite impossible if the consequences of violation of that system are not thoroughly understood."

— The Delta Family Court Committee

The need for legal services for immigrants was clearly and urgently presented to the Commission by people who worked closely with them and, when language was not a barrier, by immigrants themselves. They spoke of labour exploitation, legal injustices, fear of deportation, court-related difficulties, racial discrimination in housing and much more. They spoke with eloquence and conviction.

Many of these people come from cultures where standards of labour, the position of women in society, the legal meaning of contracts, and other legal matters are very different from, and often at odds with Canadian society. It is difficult for them to know what to expect in Canada, and they asked for information on all aspects of law and the legal system.

"The common areas of deficiency and misconception of information lie in matters regarding immigration and sponsorship, marriage and family, human rights and labour rights."

United Chinese Community Enrichment Services Society

These cultural differences often create a real obstacle for immigrants in obtaining legal assistance.

"The biggest problem that we have discovered is the fact that people who come here don't have any understanding about how the general system of law works. This is particularly true of non-European people."

"You have to actually encourage them to understand what they are going through and you have to help them face the fear of authority."

"I am talking particularly about the East Indian Community because from the culture there is a very, very strong fear of authority and that cannot be handled just by telling people that they don't have to be afraid."

"I have run into a number of cases where I have talked to people about their particular rights; they have a right to sue for back wages and stuff like that, and they have been threatened, or they claim they have been threatened, both physically and verbally in terms of their livelihood and in terms of their family."

Labour Advocacy and Research Association

Suggestions for the distribution of legal information were as follows: the establishment

in Vancouver of a community law centre or general information centre where books about the law could be available in many languages; where interpreters were available; where people who would know the court system could help others to understand it; and where volunteers from their own communities could contribute help. They asked for lists of lawyers who were able to speak different languages and who would declare their areas of interest and competence. They wanted their children to be taught more about law in the schools. They wanted to see a greater use of the news media.

Closely associated with the need for information was the real barrier of language for people who did not speak English at all or who were just learning it. *"We can't stress strongly enough the need to have legal services delivered in the language that people can understand, and it's not just facility in the language; it's the whole cultural milieu."*

— Strathcona Community Association

The Commission was told that even for immigrants who can read English there is still a problem.

"Contracts, for example, present our clients with special problems. Verbal assurances and information are of little help to those who cannot understand unfavourable clauses in the contract."

— M.O.S.A.I.C.

The Commission was told that the quality of interpretation in courts is often poor. A spokesman for the Certified and Legal Interpreters Association of B.C. said that he understands it is very difficult to find people who speak little-known languages, but standards for more widely-known languages could easily be higher. He said that he, himself, could converse in many languages but, *"... to hold a conversation is something different from going into a court of law and trying to interpret legal evidence."*

— Mr. Paul Janulus

Certified and Legal Interpreters Association of B.C.

He complimented the various volunteer services which have come into existence to fill this gap, but warned that, with unsupervised volunteers there is a risk of mistakes which could have serious consequences.

"Now I feel that quite often this has happened where certificates, trade certificates and other legal papers are being translated by amateur groups."

Mr. Paul Janulus

Certified and Legal Interpreters Association of B.C.

Since foreign speaking people do come before the courts, it was recognized that supplying good interpreters in many languages is of prime importance. A law student put it this way:

"It is my conclusion that the quality of interpretation available in B.C. in the courts and other tribunals leaves a lot to be desired. I understand that, because I know the language of the accused. The accused was saying one thing at a time and the interpreter was making it out to be entirely different. I have had three or four encounters of that sort and it's really depressing."

Mr. Ujjal Dosanjh

Law Student

Immigrant women are in a particularly difficult position because, due to fewer opportunities, they are often the last members of the family to learn to speak English. Also, cultural differences related to the family affect their lives more deeply.

"Traditionally they are, especially in the East Indian community, in a position of not being able to answer back, of being very passive, and it's — from what I know — a very big problem. I think it's something that really has to be helped, you know. Yes, it's a whole change of role for them to take part in getting a job in the first place. It is a big transition because that's not the kind of thing they've known before."

Mr. John Borst

The Labour Advocacy and Research Association

This becomes even more difficult when marriages break down. Ignorance of their rights under Canadian law often keeps women in situations which would be intolerable for those who know what to expect. *"Most of the immigrant women in Canada are in the sponsored or nominated category and if she attempts a separation or divorce she fears deportation. And when ethnic husbands usually call and ask for an enquiry, the first question they ask is, 'Could I have my wife deported or taken away?'"*

M.O.S.A.I.C.

Discussion of labour problems figured largely at the hearings. The Commission was told of many instances of exploitation at the hands of dishonest employers, particularly among farm, janitorial and domestic workers.

"Information about the employer/employee relationship is very important because that's one of the basic necessities of life that they have to find when they first arrive here. They don't know what the basic working conditions ought to be, what the relevant legislation is and what their rights are, and what they can demand from the employer, or even what they can expect from the union."

— Mr. Ujjal Dosanjh

Law Student

Tribunals and appeal boards play a significant part in the lives of immigrants. Immigration hearings, welfare appeals, unemployment insurance and worker compensation hearings are all outside the services of the Legal Aid tariff, and yet these hearings can be very serious occasions indeed.

Immigrants come to Canada expecting to make a better life for themselves and their children. The submissions to the hearings showed that there are, at the present time, unnecessary barriers to making this possible. One woman who had come to this country ten years ago said,

"The degree of civilization of a country is determined by the degree of care it takes of its unprotected citizens."

— Mrs. Gabriel Centenery

Private citizen

The Commission was urged to do all it could to help this growing part of society which so often is unprotected.



COMMUNITY SERVICE

To meet the growing needs in Vancouver, and in the surrounding districts, many organizations have come into being over the past few years, each to handle some particular aspect of legal services. The Legal Aid Society is the largest of these. It administers the tariff for criminal and family legal aid, and provides staff and private lawyers for court appearances. It also offers summary advice and as much civil assistance as possible within a limited budget. The Vancouver Community Legal Assistance Society is an association of lawyers specializing in certain areas of the law: divorce, welfare, housing and in class action on behalf of poor people. Students from the Law Students Legal Advice Programme at U.B.C. conduct clinics in the evenings during the school year, and in the day time during the summer months in donated halls and community centres throughout Vancouver and the lower mainland. These Legal Advice Clinics are supervised by volunteer lawyers from a roster supplied by V.C.L.A.S. The Faculty of Law at U.B.C. teaches a separate course in clinical law and also offers supervised student advice to a number of clients. Finally, the Lawyer Referral Service operated by the B.C. Branch of the Canadian Bar Association offers one half hour of legal advice from a lawyer for a fee of \$10.

All of the people working in these services were thanked and commended many times during the hearings. There was criticism, however, that the various services were not sufficiently available in all neighbourhoods, were not always well publicized and not always open at times of day convenient to everybody.

Requests were made for several community law centres to be opened in different parts of the greater Vancouver area which could combine all of the features now found in individual organizations. There were requests for new and unique services to be included as well.

These law centres, it was said, should be in the neighbourhoods where their clients lived, not downtown. They should be easily accessible on main bus routes, clearly identified and well advertised. They should be open every day and some evenings. One speaker described the service this way:

"I would suggest that the Commission establish a sort of legal crisis centre where the consumer can phone and find out if it is true he or she must sign the contract; an accused person can phone to enquire whether it is true that he must make a statement; the distraught mother can call when the estranged father or husband threatens to remove the children from the jurisdiction."

— Gordon Gibson, M.L.A.
The Liberal Party

Community law centres, it was said, should include some or all of the following features: Legal Aid lawyers; para-legally trained information counsellors able to give straightforward advice; multi-lingual staff members to meet the needs of the neighbourhood; a library of books, pamphlets and self-help manuals about the law and a friendly atmosphere which would not be intimidating to unsophisticated members of the public.

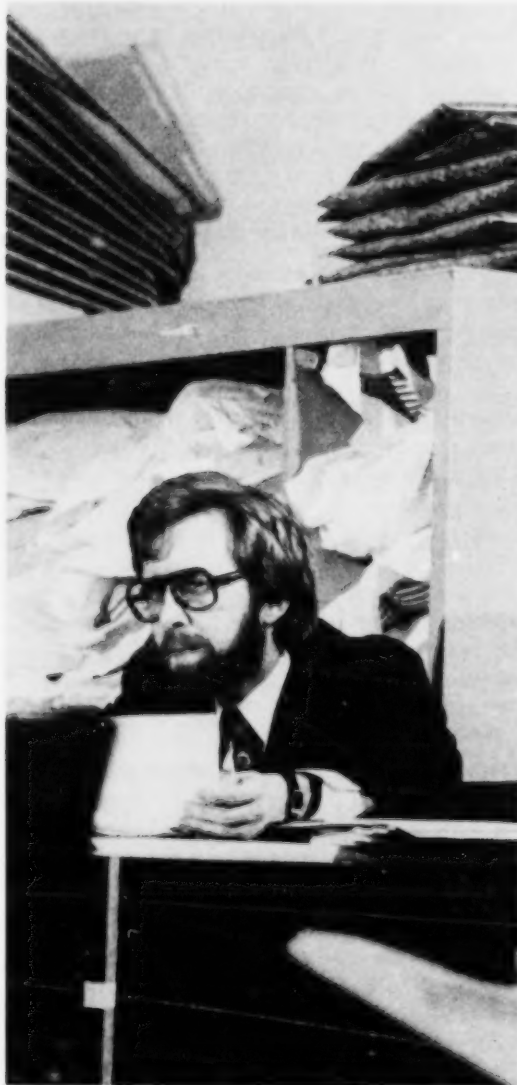
Some saw good community law centres as a way to save Legal Aid money because cases not needing a fully trained lawyer could be handled by other trained personnel. Besides, this kind of person was seen as more approachable, more easily understood by the public and less intimidating all round than is sometimes the case with lawyers. Some had a wider concept and pictured other social services on the same premises such as those handling pensions, social assistance, and so on. *"Experience has shown that it is valuable to have social workers, lay advocates, and other resource persons working in partnership with community lawyers and law students and lay advocates."*

— Margaret Ann Mitchell
Private Brief

It was suggested that these centres should be large enough and flexible enough to encompass the work of volunteers such as retired lawyers and civil servants. They should be open to contributions from law students.

Suggestions were made for the locations of new community law centres. The most consistent ones were for Vancouver East, the North Shore, Burnaby and Richmond.

The concept of community law centres took up a good deal of time in the discussion periods following the formal presentation, and involved private citizens as well as representatives from established organizations. A community law centre consisting of many of the services already mentioned does not now exist in Vancouver. It was suggested that this is one project which the Commission should explore.



NATIVE INDIAN SERVICES

Four Native Indian organizations presented briefs at the hearings. The proposals and recommendations of these organizations will be dealt with individually.

First, the Indian Homemakers Association of B.C., an organization of women concerned with all issues affecting home and family life, made proposals which would affect the whole of the justice system relating to Native Indian people. They proposed changes in the Native Courtworker and Counselling Association constitution to allow wider representation on its Board of Directors. Also, they asked that the courtworkers

"Immediately begin an intensive training programme in civil and criminal procedures, particularly as related to family and juvenile justice related problems."

— Indian Homemakers Association of B.C.

They recommended the establishment under the Courtworkers Association of

"A Native Justice Council for the Province of B.C. to be recognized by the Provincial and Federal Governments as a policy mechanism regarding justice needs of Native people."

— Indian Homemakers Association of B.C.

They asked the Legal Services Commission to re-evaluate the programmes they fund for Native people, with a view to bringing them under the proposed Native Justice Council.

The Native Courtworker and Counselling Association questioned the Legal Services Commission policy of giving responsibility to local community boards for the delivery of legal services. They said that these boards do not reflect the feelings of their communities. At the same time they also said,

"The Commission does not understand the problems faced by Native people who are trying to deal with the justice system."

— N.C.C.A.

and again,

"The Legal Services Commission does not understand the politics of Native communities."

— N.C.C.A.

They said that legal services were not the answer to their problems anyway.

"But the basic problems of poor people are related to

a lack of money and not to a lack of legal services. No amount of tinkering with the system is going to provide any benefits when the problems relate to family breakdown."

— N.C.C.A.

Their recommendation were as follows:

"1. We urge the Commission to work with the agencies it funds in order to develop strategies for the better delivery of legal services to people in the province.

2. The Commission should develop its own programme planning and evaluation capability to determine the legal services needs that must be met by the development of new types of programmes.

3. The Legal Services Commission should develop an adequate training programme for para-legals to ensure that the existing programmes can provide the best service possible."

The presentation of the Musqueam Band followed a movie about the band's relationship to the University Endowment Lands adjoining their reserve. Their film dealt mainly with legal help in settling their land claims with the Government.

"What we're saying is that we would like to be respected as a nation equal to yours; that the laws should not be in respect to yourselves, neglecting the needs of the Indian people."

— The Musqueam Band

This group wanted help from the Legal Services Commission in educating the public about their aboriginal rights. They said that their money now all goes to employ

"lawyers in order to assist in putting together lease agreements, in order that we can gain funds to provide the services such as housing and sanitation systems, etc."

and,

"The policy of the band is that we cannot provide legal services to individual members of our band as our budget just simply cannot accommodate their needs so they usually have to turn to Legal Aid services in order to get any representation . . ."

— The Musqueam Band

The presentation of the Squamish Indian Band was concerned mainly with legal issues arising out of social conditions. Mr. Steve Cosey, the spokesman,



explained that issues affecting the lives of Natives have been hampered for years because some of their needs are administered by the Federal Government and some by the Provincial. He cited as an example the foster home placement policy which in the past has caused so many Native children to be removed from their cultural surroundings. The Squamish community for the past few years has worked on a child care programme to supply homes within the reserve. *"There have been virtually no placements of children from this community into off reserve foster homes over the past three years."*

Squamish Indian Band

Mr. Cosey said that this programme is now threatened because of the division in responsibility between the provincial and federal agencies.

Mr. Cosey stressed that it was the bureaucratic divisions which were at fault in this problem, not the staff of the local Department of Human Resources. He spoke highly of their co-operative spirit and encouragement.

Another area of concern is the status of Native children who have been legally adopted. *"Because of the adoption policy, it is impossible for Indian bands to inform those adopted children who reach the age of majority, that they have funds in trust, at the band level, or that they have rights to other benefits, such as access to land*

allotments or to housing or to other programmes."
The Squamish Band

He had a suggestion for handling young people who get into trouble with the law. *"A majority of our Indian people placed in correctional settings, do not require psychiatric attention or intensive therapy. They require settings which will help to provide practical on the job experiences in how to cope with different life situations. Our community is willing to get involved jointly with any level of government in establishing such programmes and facilities."*
The Squamish Band

He asked for legal help in class action on the part of Native people in realizing their aboriginal rights. In effect, he said the same thing as the chief of the Musqueam band. Any monies they have in the band go towards class action now; none are left over for legal services for individuals.

"Well let me say this, that this community has identified and has developed several programmes which can be stated in an academic or perhaps social or legal way, meaningful to today's system, but so far the feeling in the community appears to be that no one is listening or that no one appears to be too concerned."

"In spite of the stated concerns we praise the Attorney-General's Department for setting up the Legal Services Commission. You are here to listen and that's perhaps the first step. Just in case anything we have said does not fall into the scope of your investigation we do hope that you will at least consider it a part of this community's legal related problems, and that these are directed to the appropriate source."

— The Squamish Band

Mr. Cosey concluded his remarks with the following:

"Various government departments, and public and private agencies, have criticized Indians for failing to define their problems in a systematic way. They accuse the Indians of continually repeating the traditional, historical and cultural story which to non-Indians does not seem to be that important."

— Squamish Indian Band

SENIOR CITIZENS

The problems of the elderly were graphically described at the hearings.

"Unlike younger people who have been forced since birth to live under government programs and large bureaucracies, today's elderly grew up in an era of rugged individualism, autonomy, and a fierce independence, and consequently did not learn how to 'work the system'."

"What an irony that the older adults perhaps more than any other group, have to rely on a complex maze of government legislation and benefits for their daily existence."

"Super-imposed upon the lives of the low income elderly is an array of complex statutory, regulatory, and administrative law. Their housing may be provided or secured by public or subsidized housing, landlord and tenant law, deferred property tax, etc. Their health is often dependent upon Government Medical Insurance Plan regulations, provision of care facilities, and laws regulating them, both proprietorial and public, provisions of prescription drugs, etc."

"The source of their income may be largely Old Age Security, Guaranteed Income Supplement, (G.A.I.N.), for seniors, Canada Pension Plan or private pensions. Their freedom of movement may be dependent on eligibility for bus passes, government grants to special transportation groups, etc."

"The extent and variety of leisure services may be dependent on government programmes such as New Horizons, grants to activities centres, etc."

"The dignity of personal freedom and control of property is subject to the vagaries of the laws of guardianship, conservatorship, and voluntary or involuntary commitment. Thus the elderly are confronted with a number of legal issues and a network of bureaucracies and intricate forms with which to deal and no place to turn for adequate and effective assistance."

— Gloria Levi
Private citizen

The type of problems encountered by the elderly was described by many different agencies. *"The elderly come in and its been my experience that a good number of the problems we have with them are tax and pensions, succession duties,*

wills and small estate problems, many of which are accounting problems essentially."

The Kitsilano Law Students Clinic

Mr. David Mossop of the Vancouver Community Assistance Society covered some of these subjects in his brief.

"The procedure for probating small estates should be considerably simplified so that executors and administrators of small commerce simple estates could probate them themselves. Consideration should be given to simplifying the income tax procedures for the same reason. The Wills Act should have a simple standard form appended to it for use by testators with small estates easily disposed of."

— V.C.L.A.S.

Questions many elderly people ask of lawyers are often not strictly legal ones.

"There is one legal service that isn't being serviced, and that is income tax, finance and pensions. Last month I had 69 inquiries for income tax, people who didn't know how to fill out their income tax, and they were mostly seniors."

— Burnaby Information Centre

Elderly people today are often isolated from families and friends who would normally help with details such as forms and procedures. The gap has to be filled somehow and it was suggested that lawyers or para-legal workers should hold periodic clinics at senior citizens' residences, or Community Centres.

The speaker quoted at the beginning of this section concludes her remarks in this way:

"It behooves this profession to employ its skills and expertise on behalf of a group sadly neglected, voiceless economically, powerless and physically vulnerable."

"Those between the high and the low incomes — the middle income — are the new disadvantaged. Their income disqualifies them from legal aid and soaring legal costs prohibit them from availing themselves of counsel. This Commission will have to address itself to this new inequity."

— Mr. Benno Friesen, M.P.

This statement expressed at the hearings, reflects the feelings of a large segment of the population. Legal costs are rising, and many transactions now need the services of a lawyer which formerly could have been done by the client himself. The cost of a civil trial could financially ruin a person in a short time, even if that person were well above the eligibility requirements for legal aid. One man who had had bitter personal experience with a suit involving federal expropriation of land said,

"We have had a lawyer act on our behalf for seven years. I have the greatest admiration for this particular lawyer, and I have met other lawyers of the same calibre. At one time or another, up to six lawyers were involved in one capacity or another in our defence. It was a case where five parties were involved, and the total cost to us in merely disbursements, because some legal fees were simply not charged — it was without fee — were in excess of \$10,000 simply to defend ourselves."

"So I am mentioning that figure, simply to point out to you how anybody can be simply be impoverished by the abuse of power, if it is not controlled, or used wisely or with discretion."

— H. Kohn

Private citizen

At another time, Mr. Paul Fraser of the C.B.A. said,

"They (those ineligible for legal aid) may turn out to be even more disadvantaged than some of the other people that you may have heard from."

The Canadian Bar Association

Suggestions were made to remedy the situation. Prepaid legal schemes resembling the system of medicare in the Province of British Columbia were explored and discussed. It was said that

"The whole area of prepaid legal services is one that the Commission might properly take on and

investigate."

The Canadian Bar Association

There was concern for people just above the legal aid eligibility requirements who would be able to pay part of their legal costs if this could be arranged. *"We would like therefore to see a graduated fee structure in private legal practice augmented through the legal aid system."*

Mrs. Douglas,

Consumers Association of Canada

Deferred payment was also advocated.

"There are however, borderline means test cases and clients turned down for other reasons to whom a deferred payment plan would prove beneficial. Refusal of further service to those delinquent in payment would in itself encourage a good credit rating. In this regard we do have a number of people, especially those who have been financially secure but at the moment are in no position to retain a lawyer, who indicated their readiness to pay when able."

Salvation Army

Spokesmen in the middle income group, those who expected to pay their way, wanted to know more about the services of lawyers through advertising.

"Lawyers should be allowed to advertise, and they should be allowed to be specific in their advertising as to the services they have to offer. I think that many people would use lawyer services if they knew what a lawyer could do for them and if they knew that they could be sure that they are going to get a competent lawyer."

The Delta Farmers' Institute



VICTIMS OF CRIME

People expressed concern for the victims of crime, especially those in what has been described as the middle-income group.

"Nearly all the attention has been devoted to prison reform, rehabilitation measures, and the protection of the rights of those charged. Virtually no consideration has been given to the victim of criminal action."

Mr. Bernard Agg,

Family Court Probation Officer

"Not only do victims suffer the property loss but also must assume the burden of court costs if he chooses to pursue the case through the judicial system. To pursue the case the plaintiff must either be poor to be eligible for legal aid, wealthy to be able to afford it, or in a position to take advantage of some tax concession. For the majority of citizens the due process of law is beyond them because of the prohibitive costs involved."

— Cedar Cottage Neighbourhood Services

Relying on Crown prosecution to look after victims' interests was said to be a poor solution.

"Offenders get legal aid, while the offended get prosecutors who are frustrated by delays and postponements, and find it more and more difficult to get a conviction. Now the proof of the pudding is there. When so many prosecutors quit each year, plus a recent demand for more pay for prosecutors, creating a new and inexperienced prosecutor to be hired, which is unfair to the offended person."

Mr. Currie, North Vancouver Community Service for Senior Citizens

Other solutions were brought forward. To make people aware of the rights they do have in the courts, the first thing needed is more information about the rights of the victims.

"How many citizens who are victimized by criminals are aware of the provisions for restitution for damages via a condition of a Probation Order? How many people are aware of the fact that they can apply for compensation if they have been injured as a result of an act committed by a criminal? How many citizens are aware that payment in kind can be made either to themselves or to the community via a Community Services Order? These services should be made known to all."

The Vancouver North-East Adult Probation Office

One way to make this information was suggested:
"What I have to suggest is legal aid for victims of crime who wish to seek recovery and perhaps the aid that could be provided is simply providing public information outlining the steps which might be taken by a victim to recover a loss. One of the things that might easily be done, is to provide for an investigating police officer a very short pamphlet outlining the steps that a victim might take."

— B. Agg,

Family Court Probation Officer

This solution came from the B.C. Corrections Association that Legal Aid lawyers should be available, not only to counsel victims during the criminal prosecution, but also to assist them in receiving restitution of the property or compensation for their injuries under the Criminal Code or the Criminal Injuries Compensation Act.

"In several jurisdictions (Brooklyn, New York and Edmonton, Alberta) pilot projects have been instituted whereby a specific person is made available to witnesses and victims to give them legal advice and to act as a liaison on their behalf with Crown Counsel, Defense Counsel, the Courts and the employer of the victim or witnesses."

— B.C. Correction Services

The Justice Committee for the Cedar Cottage-Kensington Area Council had this to say:

"We believe that juvenile first and second offenders, etc., should be very commonly diverted from the formal justice system to neighbourhood accountability boards or Family Court committees, where arrangements would normally be made for the young offender to do restitution, either to the victim or symbolically to the community."

— Justice Committee of the Cedar Cottage-Kensington Area Council

With regard to children who are victims of crime, a special plea was made.

"The most neglected group with respect to legal representation is children. The children most urgently in need of separate legal representation and yet who do not automatically receive it are the child victims of criminal offenses, particularly

the victims of abuse, assault, molestation and rape. These children are subpoenaed before the Criminal Court to give evidence against adults including their own parents often in open Courts. The most urgent need for an extension of legal services, we would submit, is to these child-victims. An advocate should be immediately and automatically appointed to protect the interests, legal and emotional, of any child victim once criminal charges are laid."

The Family Relations Unit of the Vancouver Resources Board

A new perspective in the development of legal aid services was urged on the Commission.

"At this stage of relatively enlightened criminal justice, it would seem to me that the legal system should be scrutinized firstly, from the position of the innocent victim. Then, once some of the injustices of the system placed on the victim are rectified, priorities should be shifted to those who find themselves in court as a consequence of their own action. After all, the judicial system was never intended to punish the innocent, only protect them."

Cedar Cottage Neighbourhood Services



The importance of lawyers in people's lives in times of trouble and stress was obvious. People wanted and needed to have access to their services, and to feel that there was someone knowledgeable and trustworthy on whom they could depend. The fact that people often go to lawyers when the paralegally trained worker or information counsellor would do just as well or better shows that the first person many people think of in almost any time of trouble is a lawyer. Some claimed that their services amounted to a right in a just society. Deeply appreciative remarks were made of the services of private lawyers, Legal Aid lawyers and law students.

A considerable amount of volunteer work is contributed by the Bar. Over seventy lawyers take part in supervising students in the UBC Law Student Legal Advice Programme. Lawyers, in effect, subsidize the Legal Aid scheme because the tariff is often not high enough to cover the costs of a case. Much 'legal aid' is given informally by lawyers who, recognizing the financial circumstances of some of their clients, carry out work for low fees or for none at all. Public education is strengthened by the contribution they make giving public lectures, making translations, and helping with advice. A roster of volunteer lawyers is available for case review in Riverview Hospital. Some lawyers volunteer their services for charitable organizations. Also, there is the Lawyer Referral Service which gives legal advice for a nominal fee.

The Commission was particularly impressed with the expression from the public of the need to have lawyers appear in the hearings of administrative tribunals. This relates to appeals of administrative decisions in welfare, immigration, unemployment insurance, workers' compensation claims and landlord and tenant disputes, as well as assistance in small claims proceedings and with summary conviction matters.

A tenants' organization explained difficulties people can have with the officialdom of public housing officials and how deeply these can affect their lives. They suggested a solution.

1. A pool of lawyers be made available to act on behalf of low income groups, and
2. a small number of lawyers be assigned on a retained basis to look after cases brought to their

attention by the low income groups."

— Vancouver and District Public Housing Tenants Association

A spokesman for immigrants facing deportation hearings without counsel had this to say:

"Immigrant action can also have graver and more far reaching consequences in human suffering than the penalty imposed for more purely criminal matters."

— The Salvation Army Correctional Services

A plea was made on behalf of community organizations which cannot afford legal fees.

"And, as most of the community organizations operate on grants and on 'shoe-string' budgets which of course is our wont, from all various types of governments and so forth, we don't have the means to pay private fees. In other words, we cannot keep a lawyer on retainer. So we would like to see some kind of legal service that would accommodate organizations rather than just individuals. If you want to call us low income organizations, maybe we qualify for that."

— Consumers Association of Canada

As might be expected in an inquiry into legal services, a number of traditional complaints against lawyers were aired. The purpose of these hearings was not to conduct an inquiry into the practices of the legal profession, but as these expressions of dissatisfaction related to quality of legal services, they fell within the scope of the hearings.

One such complaint was about the unnecessarily complicated and formal way in which lawyers express themselves, insensitive to the understanding or educational background of the client.

"We tend, because of our education, to use all kinds of words which ordinary people don't use and they have a very difficult time understanding us, and this is aggravated when you have somebody who doesn't speak the English language."

— John Conroy, Lawyer

A major complaint against lawyers was that they did not recognize the importance of explaining what they were doing with their clients.

"Most lawyers are too busy or not interested in inviting the client to participate in the case. Lawyers often take down the facts and then shoo the client away so that the lawyer can get on it."

— Dr. Jeanette Hermes, Lawyer

Naturally the question of legal fees came up for discussion. Some expressed the concern that lawyers had not taken the time to explain a fee structure to them at the beginning of their relationship, and had not kept them informed periodically of the fees incurred to date. There was also the opinion expressed that lawyers' services were getting to be financially out of reach for all but the well-to-do, or those eligible for legal aid. (See section "Middle Income Clients.")

The traditional problem of delay was also raised. Clients complained about the length of time it took for their cases to move ahead or for services to be completed. They complained about the difficulty in contacting their lawyers and in having phone messages returned. Sometimes some lawyers were too busy to handle adequately all the work they took on.

Lawyers were asked to look at their services from the point of view of the client. Lawyers were said to be too formal and insensitive to their clients' feelings. Though trained in the law, lawyers were accused of being too legalistic. Some referred to this characteristic as proof that para-professional interviewers would make clients feel more at ease.

"Now there are recurrent complaints that legal personnel show little concern for their women clients. This pattern of behaviour manifests itself in forms ranging from that of patronizing and ignoring them, to extreme rudeness."

— Vancouver Women's Resource Centre

Clients wanted to understand more about the reasons for long delays, unexpected adjournments and so on and not to be thought lacking if they had to ask. They wanted to remind lawyers that what was an every day matter for them was often a major life event to the client. It was said that women, who were inexperienced in the world of business, were sometimes treated with disrespect.

Dissatisfaction with lawyers or rather with finding the right lawyer for a particular job led to a discussion of advertising.

"We would like to ask the Commission to try to persuade . . . the Law Society to allow lawyers to advertise their special interests. We feel that it would be in the public's interest and in the

consumer's interest to know whether someone specializes in real estate matters, or whether in fact they specialize in divorce actions, or whatever their special interest is, rather than going to some general person as far as they know, and finding that that person has no particular ability in that area, does not really care about it, and isn't the least bit interested. Sometimes, in fact, you wind up with people who are disenchanted."

— Consumers Association of Canada

By advertising, people meant an indication of special interest and experience in different areas of the law, to avoid the hazards of what amounts, in many cases, to blind choice.

"Often women are so traumatized by their marriage breakdown that they are overwhelmed by the process of selecting a lawyer. How did one select a lawyer? Usually by looking through the yellow pages and making a blind stab at a list. When a woman is selecting a professional who will be instrumental to the terms of her survival, this is completely inadequate."

— The Fraser Valley Women's Coalition

Gordon Gibson, leader of the Liberal Party, put it this way:

"It seems incredible to me that the legal profession should be permitted to continue its self-imposed ban on members of the profession advertising areas of specialty, and that the legal profession should continue to permit anyone who has been qualified as a lawyer after the completion of his articling year, to practise law and hold himself out as one capable of delivering legal service in any area, without at least some continuing test of competence."

— Mr. Gordon Gibson

The Liberal Party of B.C.

Although most people knew that they could complain about lawyers to the Law Society, some had complaints with the Law Society itself. Some said that the Law Society would merely protect lawyers and there was a request for laymen to be appointed as Benchers. People wanted to know more about the disciplinary proceedings of the Law Society and to have the decisions about lawyers who were found to be at fault made public.

"Why, when lawyers get reprimanded, does no-one know about it, not even the client?"

Community Housing Registry Society

Although there were complaints about the difficulties of getting along with lawyers, no one throughout the hearings would venture, when trouble struck, to try to get along without them.



in closing

The Commission wishes to thank all those who worked hard to prepare briefs for the hearings, those who attended to present the submissions, and those who participated in discussions at the hearings. They were gratified with the seriousness of the presentations and the effort which people had obviously put into their briefs. The Commission would also like to thank the community organizations which accommodated them at the various community meeting places and who made them welcome there.

In this appeal to the public the Legal Services Commission hoped to get an indication from the public of the needs for legal services. It was more than gratified with the result. In the months and years to come the briefs presented and the statements made will be invaluable in planning legal services for the people of Vancouver and the lower mainland of British Columbia.

appendix 'a'

ORGANIZATIONS AND INDIVIDUALS APPEARING BEFORE THE LEGAL SERVICES COMMISSION COMMUNITY HEARINGS

ORGANIZATIONS & INDIVIDUALS	PLACES	DATE (1977)
Agg, Bernie, Mr. (Family Court Probation Officer)	Britannia Centre	March 2
Allied Indian Metis Society (Mr. Jake Thomas)	Hotel Vancouver	April 5
Alternatives Program for Alcohol & Drug Dependencies (Mr. Tony Schere)	Vancouver East	March 7
Association of B.C. Community Law Offices (Mr. Tim Agg)	Hotel Vancouver	April 5
Association for Community Action (Mr. Michael Goldberg, Chairperson)	North Shore	March 10
Britannia Community Centre Library (Mr. Michael Clague & Ms. Leonora D'Amico)	Britannia Centre	March 2
B.C. Association for the Mentally Retarded (Mr. Dalton Murphy)	Hotel Vancouver	April 4
B.C. Association of Social Workers (Mr. Hugh Miller, Executive Director)	Hotel Vancouver	April 4
B.C. Corrections Association (Mr. Don Sarachan & Mr. Michael Massie)	Hotel Vancouver	April 4
B.C. Federation of Labour (Mr. Len Guy)	Hotel Vancouver	April 5
B.C. Pre-School Teachers Association (Ms. Joyce Brown)	West End Services Centre	March 29
Burnaby Family Court (Mrs. L. Butler, Family Relations Unit)	Burnaby	March 30
Burnaby Information Centre (Mr. Bryan Stephenson)	Burnaby	March 30
Burns, Wayne, Mr.	West End Services Centre	March 29
Canadian Bar Association, B.C. Branch (Mr. Paul Fraser)	Hotel Vancouver	April 4
Canadian Bar Association, Criminal Justice Sub-Section (Mr. Peter Leask)	Hotel Vancouver	April 5
Cedar Cottage Neighbourhood Services (Mr. Doug Slight)	Cedar Cottage	March 24
Centenary, Gabriella (Cafuti) Ms.	Cedar Cottage	March 24
Certified and Legal Interpreters Association of B.C. (Mr. Paul Janulus)	Hotel Vancouver	April 4

Community Housing Registry Society (Ms. Mary Billick)	New Westminster	March 17
Consumers Association of Canada (Ms. Jean Douglas)	West End Services Centre	March 29
Curtis, Dorothy, Mrs.	Richmond	March 23
Day Care Information Centre (Ms. Sybil Foley)	North Shore	March 10
DeBaca, Ms.	Cedar Cottage	March 24
Delta Family Court Committee (Ms. Lois Cartledge)	North Delta	March 16
Delta Farmers Institute (Mr. Victor Reynolds)	North Delta	March 16
Deltassist Society (Ms. Irene McRae)	North Delta	March 16
Dosanjh, Ujjal (Articling Student)	Vancouver East	March 7
Electors Action League (M. DeWeiss)	Richmond	March 23
Elizabeth Fry Society (Mr. George Goyer & Ms. Joan Sprague)	Hotel Vancouver	April 5
Elrick, David, Mr.	Kitsilano	March 3
Federated Anti-Poverty Groups of B.C. (Ms. Gus Long and Ms. Margaret Wiebe)	New Westminster	March 17
Fraser Valley Women's Coalition (Ms. Michelle Jahn)	New Westminster	March 17
French Information Centre (Ms. Vicki Buchwold)	Hotel Vancouver	April 4
Friesen, Benno M.P. (read by Mrs. Irman Jordan)	North Delta	March 16
Frog Hollow Community Services Society (Mrs. Chalmers)	Britannia Centre	March 2
Gay People of U.B.C. (Mr. K. Neill, Rev. MacElrod, Dr. N. Linquist)	West End	March 29
Grandview Woodlands Community Resources Advisory Board (Ms. Susan Daline)	Britannia Centre	March 2
Grandview Woodlands Tenants Association (Ms. Pat Wilson & Mr. Doug Laalo)	Britannia Centre	March 2
Greater Vancouver Association of the Deaf	Hotel Vancouver	April 5
Harcourt, Alderman Mike	Britannia Centre	March 2
Hastings-Sunrise Action Council (Mr. Fred Lowther)	Britannia Centre	March 2

Hermes, Dr. Jeanette & Ms. Maureen Sanderson	West End	March 29
Holm, Katherine, Ms.	Hotel Vancouver	April 5
Horn, Steven, Mr.	Burnaby	March 30
Indian Homemakers Association of British Columbia (Ms. Doris Ronenburg & Ms. Rose Charlie)	Hotel Vancouver	April 4
International House, The University of British Columbia (Dr. Smith)	Kitsilano	March 3
Jamaico-Caribbean Association of British Columbia (Mr. Rudyard Spence)	Burnaby	March 30
John Howard Society of B.C. (Mr. Robert Richards & Mr. John MacDonald)	Hotel Vancouver	April 5
Justice Committee for the Cedar Cottage-Kensington Area Council (Ms. Becky Wood)	Cedar Cottage	March 24
Kensington Community Centre Association (Mr. Bill Strong)	Cedar Cottage	March 24
Killarney-Champlain Citizens for Action Association (Ms. Doris Hartley)	Cedar Cottage	March 24
Killarney Life Skills (Ms. Veronica Thompson & Ms. Sharon Burrows)	Cedar Cottage	March 24
Kitsilano Neighbourhood House (Mr. W. Duncan)	Kitsilano	March 3
Kohne, Horst, Mr.	Burnaby	March 30
Labour Advocacy & Research Association (Mr. John Borst)	Downtown Eastside	March 31
Langara Student Association Council (Mr. Joe Lum)	Vancouver East	March 7
Langley Community Services Society (Ms. Bev Zornick)	North Delta	March 16
Law and the Elderly (Ms. Nancy Gunton on behalf of Ms. Gloria Levi)	Hotel Vancouver	April 5
Law Students Clinic (Mr. R. Bales)	Kitsilano	March 3
Law Students Legal Advice Programme – Women's Clinic, Kitsilano (Ms. Elizabeth Arnold, Ms. Linda Robertson)	Downtown Eastside	March 31
Legal Aid Society of British Columbia (Mr. A. McEachern & Mr. Bryan Ralph)	Hotel Vancouver	April 4
Legal Aid Society, New Westminster (Ms. Mary McGrath)	Burnaby	March 30
Legal Aid Society, New Westminster (Mr. Dennis McRae)	New Westminster	March 17

Legal Aid Society, Surrey (Mr. Smith, Staff Lawyer)	North Delta	March 16
Legal Aid for Seniors (Mrs. Agnes Dafoe)	New Westminster	March 17
Levi, Gloria, Ms.	Hotel Vancouver	April 5
Liberal Party of British Columbia (Mr. Gordon Gibson, M.L.A.)	Hotel Vancouver	April 4
Lower Lonsdale Information Centre (Ms. Diane Fortney, Ms. P. Powley & B. Powley)	North Shore	March 16
Marpole-Oakridge Area Council (Mrs. Alice James)	Vancouver East	March 7
McDaniel, Barbara, Ms.	New Westminster	March 17
McHale, Mr. L.	North Delta	March 16
Mitchell, Mrs. Margaret	Britannia Centre	March 2
Mooney, Ms. Verna	Cedar Cottage	March 24
Mount Pleasant Community Centre (Mr. McKenna)	Vancouver East	March 7
Multi-Cultural Women's Institute (Ms. Mishiko Sakato)	Cedar Cottage	March 24
Multi-Lingual Orientation Services Association for Immigrant Communities (MOSAIC) (Mrs. Lund)	Britannia Centre	March 2
Musqueam Indian Band (Chief Delbert Guerin & Mrs. Fran Guerin)	Hotel Vancouver	April 5
Nathanson, Stephen, Mr.	Kitsilano	March 3
Native Courtworkers & Counselling Association (Mr. Len Maracle & Mr. George Watt)	Hotel Vancouver	April 5
Neighbourhood Improvement Program – Cedar Cottage (Ms. Flo Simatos)	Cedar Cottage	March 24
New Westminster Bar Association (Mr. Kim Husband)	New Westminster	March 17
New Westminster Mental Health Group (Ms. Doreen Kenmuir)	New Westminster	March 17
North Delta Lions Club	North Delta	March 16
North Delta Ratepayers Association (Mr. Charles Bond)	North Delta	March 16
North Delta-Surrey Optimist Club Committee	North Delta	March 16
North Shore Family Services (Ms. Elizabeth O'Kiely)	North Shore	March 10

North Shore Tenants Association (Mr. E. Crist)	North Shore	March 10
North Vancouver Community Service for Senior Citizens (Mr. William Curry)	North Shore	March 10
Parent Finders Association (Ms. Joan Vanstone)	Hotel Vancouver	April 5
Pfeisterer, Ms. Donna	North Shore	March 10
Prisoners Rights Group (Ms. S. Mendelson, Ms. C. Culhane, Ms. S. Latell, Ms. L. Jodouin)	Burnaby	March 30
REACH Legal Advice Clinic (Ms. B. Olson, Mr. B. Kitzke, Mr. J. Bell)	Britannia Centre	March 2
Renfrew-Collingwood Citizens Association (Ms. Jean Howland)	Cedar Cottage	March 24
Richmond Civic Electors Association (Mr. Ross & Ms. D. Curtis)	Richmond	March 23
Richmond Electors Action League (Ms. Margaret DeWees & Mr. E. LeCours)	Richmond	March 23
Richmond Unified Family Court (Mr. Gordon Birrell)	Richmond	March 23
Richmond Women's Resource Centre (Ms. Nina Westaway)	Richmond	March 23
Rodgers, Dr. R.	West End Services Centre	March 29
Salvation Army, The (Brigadier Robertson)	Downtown Eastside	March 31
Sanderson, Ms. Maureen	West End Services Centre	March 29
Senior Citizens, Branch 59, (Mr. W.J. Brock, Senior Citizen Counsellor)	Richmond	March 23
Sikh Temple (Ms. Horinde Dhillon)	Vancouver East	March 7
Silver Harbour Manor Society (Mrs. T. Hughes)	North Shore	March 10
Simon Fraser University, Dept. of Criminology (Prof. S. Verdun-Jones & Dr. D. Cousineau)	Hotel Vancouver	April 4
Single Women's Residence (Ms. Iris Dow)	Britannia Centre	March 2
Smith, Dr.	Kitsilano	March 3
Social Planning & Review Council of B.C. (SPARC) (Mr. T. Dumas, Ms. V. Garrot, Mr. L. Freeman)	Hotel Vancouver	April 4

Society for Education, Action, Research and Counselling on Homosexuality (S.E.A.R.C.H.) (Mr. Joe Smith & Mr. Warren Hague)	Hotel Vancouver	April 5
Squamish Indian Band (Mr. Steve Kozey & Ms. Gloria Joe)	North Shore	March 10
Step-Up School (Ms. Nona Munro)	Vancouver East	March 7
Strathcona Community Centre Association (Ms. Pat Canning)	Downtown Eastside	March 31
Strathcona Property Owners & Tenants Association (Ms. Penelope Stewart)	Britannia Centre	March 2
SUCCESS (United Chinese Community Enrichment Services Society) (Ms. Angela Kan)	Downtown Eastside	March 31
Surrey Family Court Counsellors (Mr. Trotman, Mrs. Neaman, Mrs. Hannan)	North Delta	March 16
Transition House (Ms. Ajax Quinby & Ms. Gillian Riddington)	Hotel Vancouver	April 4
Unified Family Court Committee (Ms. Elizabeth Illsey)	Richmond	March 23
United Chinese Community Enrichment Services Society (SUCCESS) (Ms. Angela Kan)	Downtown Eastside	March 31
University of British Columbia — Dean of Women's Office (Ms. Joyce Searcey)	Hotel Vancouver	April 4
University of British Columbia Law Students (Mr. Michael Davies & Mr. Stan Lanyon)	Hotel Vancouver	April 5
University of British Columbia — Law School (Mr. Richard Hamilton & Mr. Keith Ardson)	Hotel Vancouver	April 5
University Women's Club (Ms. Cara-Joy Hughes)	Hotel Vancouver	April 5
Urban Core Community Workers (Mr. Al Shoom, Mr. Bill Linakis & Mr. Roy McIntyre)	Downtown Eastside	March 31
Vancouver City Council, Community Services Committee (Alderman Harry Rankin)	Hotel Vancouver	April 4
Vancouver Community Legal Assistance Society (V.C.L.A.S.) (Mr. D. Mossop, Ms. D. Jacques & Mr. A. MacLean)	Hotel Vancouver	April 4
Vancouver & District Public Housing Tenants Association (Mr. W.P. Cross & Ms. Yvonne Holmes)	Vancouver East	March 7
Vancouver North-East Adult Probation Office (Mr. John Jeffries)	Britannia Centre	March 2
Vancouver Public Library, Legal Information Service (Mr. Ralph Stanton)	Hotel Vancouver	April 4

Vancouver Resources Board (Ms. Pam Glass)	Hotel Vancouver	April 5
Vancouver Resources Board, Fairview-Mt. Pleasant (Ms. Stephanie Crane)	Vancouver East	March 7
Vancouver Status of Women (Ms. C. Pfeifer & Ms. DeNaffrio)	Hotel Vancouver	April 4
Vancouver Women's Research Centre (Ms. Gene Errington, Ms. G.S. Young & Ms. Sharon Dohl)	West End	March 29
Westminster Community Legal Services Society (Mr. Tim Agg)	New Westminster	March 17
West Coast Environmental Association (Mr. James M. MacKenzie)	Hotel Vancouver	April 4

appendix 'B'

LOCATION OF HEARINGS	TIME	DATE (1977)
Britannia Community Services Centre 1661 Napier Street, Vancouver	7:30 pm	March 2
Bayview Community School 2551 Collingwood Street, Vancouver	7:30 pm	March 3
Cambrian Hall 215 East 17th Street, Vancouver	7:30 pm	March 7
Edmonds House 7282 Kingsway Avenue, Burnaby	2:30 pm	March 8
North Shore Neighbourhood House 255 East Second Street, North Vancouver	7:30 pm	March 10
North Delta Senior Secondary School 8270 — 114th Street, North Delta	7:30 pm	March 16
New Westminster Public Library 716 — 6th Avenue, New Westminster	7:30 pm	March 17
West End Community Centre 870 Denman Street, Vancouver	2:30 pm	March 22
Richmond Unified Family Court 6391 Granville, Richmond	7:30 pm	March 23
Cedar Cottage Neighbourhood Services 4065 Victoria Drive, Vancouver	7:30 pm	March 24
West End Services Centre 1655 Robson Street, Vancouver	7:30 pm	March 29
Ukrainian Hall 7468 Edmonds Street, Burnaby	7:30 pm	March 30
First United Church 320 East Hastings, Vancouver	7:30 pm	March 31
Hotel Vancouver, Vancouver 900 W. Georgia, Vancouver	2:30 pm & 7:30 pm	April 4
Hotel Vancouver, Vancouver 900 W. Georgia, Vancouver	2:30 pm & 7:30 pm	April 5

